



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

INVESTIGATION INTO SERVICE QUALITY GUIDELINES D.T.E. 04-116

SECOND SET OF INFORMATION REQUEST OF THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO ALL GAS LOCAL DISTRIBUTION COMPANIES

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits the following information request(s) to all gas local distribution companies with respect to Investigation into Service Quality Guidelines, D.T.E. 04-116.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department in this proceeding.

1. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer. Submit copies of the Company's responses to the information requests to the Department by **10:00 a.m., July 14, 2005**. In addition to filing, all non-proprietary responses should be submitted by e-mail to dte.efiling@state.ma.us, jody.stiefel@state.ma.us, and to the e-mail address of any party required to be served.

Requests

| | |
|-------------|---|
| DTE-GAS 2-1 | Is it feasible to shorten the one hour odor call response time in the SQ Guidelines? Explain. |
|-------------|---|

Second Set of Information Requests to Gas LDCs

DTE-GAS 2-1 Is it feasible to raise the threshold for the percentage of odor calls responded to in less than one hour? Explain.